

W-02250A-14-0028



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ARIZONA CORPORATION COMM

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: , ,

Fax: (60:

Priority: Respond Within Five Days

ORIGINAL

Opinion No. 2014 - 116437

Date: 5/28/2014

Complaint Description: 04D Service - Not Working
N/A Not Applicable

Arizona Corporation Commission

DOCKETED

MAY 29 2014

Complaint By: First: Last:
Betty Smith

Account Name: Betty Smith

Home: (000) 000-0000

DOCKETED BY

Street:

Work: (000) 000-0000

City: Sanders

CBR:

State: AZ Zip: 86512

is: E-Mail

Utility Company: Arizona Windsong Realty, Inc.

Division: Water

Contact Name:

Contact Phone: , ,

Nature of Complaint:

April 30, 2014

Ms. Betty Smith | Mrs. Shirley P. Begay | Mrs. Devonna Thomas

Arizona Corporation Commission
1200 West Washington
Phoenix, Arizona 85007

RE: Arizona Windsong Water Company Inc. | Mr. & Mrs. Patton Earl Paulsen

My name is Betty Smith, oldest child of seven children to the late Mr. John Begay and Mrs. Shirley P. Begay. We would like to address a situation that needs some major attention.

We understand that Mr. Patton Earl Paulsell was the sole owner of the water rights to Park Estates and owner of Arizona Windsong Water Company Inc. Here in Sanders, Arizona. He alone was operating and maintaining our water and water meter but had just recently passed away and has now transferred responsibility of the company to Mrs. Lillian Paulsell. Over the years, Mr. Paulsell had never given our parents a legitimate business contract, which would most likely give our parents an idea of how much Mr. Paulsell was charging the water per gallon. To make matters worst, he flat out refuse to give a receipt for our parent's own record that would give us any information on how much water was used. Mr. Paulsell suggested that we use our own money to make copies if we wanted a receipt. Our business relationship with Mr. Paulsell was mostly 95% verbal agreement and with no negotiation.

To continue, on my mother's property, located at Lot #18- Park Estates, we have two mobile home trailers and a main house that uses my mother's water meter. On the billing statement, Mr. Paulsell would calculate an

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additional \$9.00 each of the mobile homes to the monthly bill statement (meter reading). When my mobile home was being rebuilt in the spring of 1991, I never finished the construction of my mobile home since the unforeseeable circumstances that would arise, including the illnesses and death of my father. I requested that my mobile home fee be deleted from my mother's monthly bill statement and I had written to Mr. Paulsell explaining the fact that my mobile home had no plumbing system to receive running water. It has now been approximately 23 years when I inform Mr. Paulsell of my situation and I have followed up on this subject several times with him but we were only met with anger, hostility, and profanity. Because of this, Mr. Paulsell has charged my mother an estimate of \$2391.00 alone. It was to my understanding that when they check the numbers of gallons on the water meter at the end of each month, it would be billed accordingly only to those numbers of gallons that they recorded. Even if they did follow their own billing rules, I would assume that because I do not have a plumbing system to receive water, this would disqualify my mobile home fees; that is, if they have any sort of foundation of business ethic. As I stated before, Mr. Paulsell and his wife do not keep anything in writing and their business is only by word of mouth.

A couple of months ago, we received a letter indicating that Mr. Paulsell was going to raise the water rates. Understandable; but instead, when we compare billing charges with my daughter's bill statement (hers is still the same), he had raised the \$9.00 to \$15.00. After his passing, his wife (represented by Roshka DeWulf & Patten, PLC) went before the Arizona Corporation Commission (Docket No. W-02250A-14-0028) for a Motion for Emergency/Interim Surcharge: "\$30.00 per month which will remain in effect until the Commission issues a final order in this general rate case." So, will this mean that she will raise the \$15.00 to \$30.00? Another question of concern has me wondering and as stated: Arizona Windsong Water Company Inc. Has approximately 61 customers, so "the emergency surcharge will anticipate to generating \$1,830.00 per month" (unthinkable to think what she will do when she receives that extra amount of money) "to hire a certified operator and this will also cover the salary to run the water system." I'm not one to judge the intelligence of Mrs. Paulsell, who never received a satisfactory education to run a company no matter how small the business is, but I would question the certification of Mr. Terry Oldham to maintain the sanitation of the drinking water we rely on as well.

All these years, since moving to Park Estates, it has been very frustrating when trying to communicate with Mr. Paulsell when we questioned the water system and water meter. After receiving these make shift notices, has made us feel more powerless to have any confidence that this company will keep the maintenance of the water system along with the requirements of water tests for drinking purposes. Just how can Mrs. Paulsell run a company when she had disconnected her company and home phone number, which is the same phone number that is listed on the bill statement? Furthermore, many of its customers had issues with the water rates and safety of the drinking water from time to time; but now, it is important that we come to a reasonable assurance for our mother for I will be moving my mobile home to my daughter's lot # 1 73 - Park Estates. As we expected, Mr. Paulsell had already informed (more like warned) my daughter that when I move my mobile home to her lot, I am to put in my own meter, and that there will be no sharing on one meter as I was doing with my mother.

Ms. Betty Smith
E-mail:

Copies:

Docket Control - Arizona Corporation Commission

Commissioner Susan Bitter Smith - Arizona Corporation Commission
Mr. Bob Stump, Chairman - Arizona Corporation Commission
Commissioner Gary Pierce - Arizona Corporation Commission
Commissioner Brenda Burns - Arizona Corporation Commission
Commissioner Bob Burns - Arizona Corporation Commission

Lyn A. Farmer, Esq., Chief Administrative Law Judge

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Hearing Division - Arizona Corporation Commission

Janice Alward, Esq., Chief Counsel, Legal Division
Arizona Corporation Commission

Steven Olea, Director
Utilities Division - Arizona Corporation Commission
End of Complaint

Utilities' Response:

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Investigator's Comments and Disposition:

5/29/14 Opinion noted and filed in Docket No. W-02250A-14-0028. closed

End of Comments

Date Completed: 5/29/2014

Opinion No. 2014 - 116437
